

UNITED WAY OF SOUTHEASTERN CONNECTICUT

JOB DESCRIPTION

Title: **Community Resource Manager**
Reports to: Vice President, Food Center
Department: Gemma E. Moran United Way / Labor Food Center
FLSA Status: Full-Time, Exempt
Revision Date: October 4, 2025

The Community Resource Manager is targeted to address food insecurity and other critical needs in our community, especially where there are gaps in services. Areas with high unemployment rates, population demographics (e.g. ALICE, children qualifying for free/reduced school meals) and insufficient access to food pantries and other critical resources will be its main focus. In an effort to remove barriers and create opportunities, the Community Resource Manager will drive community awareness, engage volunteers, and leverage resources to create access to food and other critical services.

POSITION SUMMARY:

Under the supervision of the Vice President of the Food Center, the Community Resource Manager will coordinate UWSECT's presence in New London County as it relates to food distribution and other critical supports. This position will work toward accomplishing three primary goals:

1. Remove barriers for organizations and individual/families;
2. Increase food access and other critical services; and
3. Connect organizations and individual/families with a variety of community-based agencies and services and offer information that will enhance and strengthen the human service network in southeastern Connecticut.

KEY ROLES & RESPONSIBILITIES:

- Develops and maintains a comprehensive understanding of current food bank requirements and processes for member programs and related Federal and State guidelines, including policies regarding federal, state, and donated product.
- Recommends approaches for the Food Center to address unmet needs and emerging trends.
- Responsible for identifying, onboarding, promoting best practices, and inspection of all new and existing Food Center member agencies and program compliance requirements.
- With guidance from management, documents and addresses non-compliance issues in a timely manner, including investigations of programs suspected of violating Food Center policies.
- Works collaboratively with key community groups and represents the Food Center at community meetings.
- Manages program reports and data and develops dashboards to represent the impact in the community.
- Build relationships with existing and new partners to increase the overall capacity to increase impact within the food assistance and program resource systems.
- Through needs assessment or other community-focused learning, ensure that United Way is meeting the needs of the community.
- Coordinate volunteers and all logistics for all mobile food pantry distributions and be present for every event.
- Train staff and volunteers in all aspects of service flow/delivery as it pertains to this position.

- Work with other Department(s)/staff to implement shared programs, such as the Tommy Toy Program, recruit and coordinate volunteers and provide proper on-boarding with any necessary paperwork, training, and background checks and provide regular demonstrations of appreciation as it relates to the work.
- Take a leadership role in the use of volunteer management software and in alignment with the Resource Development Department.
- Work with Marketing and Communications Director to help market and publicize Food Center activities and programs which includes taking an active role in developing marketing collateral, updating related website elements, photos at mobile events, cause-driven stories, etc.
- Research, develop, and apply for grant opportunities (in collaboration with supervisor) on behalf of United Way, member agencies, and community partners. Provide grant maintenance and compliance once awarded.
- Equity Focused – understands the important role an equity lens plays in achieving and sustaining outcomes to involve all members of the community.
- Perform other job functions as requested or assigned.

QUALIFICATIONS, EDUCATION, AND SKILL REQUIREMENTS:

- At least 3 years' experience in social services.
- Excellent communication skills, both written and verbal.
- Conversant in a second language strongly preferred (Spanish or Haitian-Creole preferred).
- Able to take direction well, using good listening skills.
- Ability to work independently.
- Strong organizational and interpersonal skills.
- Basic computer skills (Microsoft Office Suite, spread sheet, database, email, and internet experience).
- Excellent public relations and customer service skills.
- Effective public speaking and presentation skills.
- Excellent phone etiquette.
- Ability to multi-task and organize and manage complicated project and work plans.
- Manages time effectively and is highly detail-oriented to accomplish complex tasks in a timely manner.
- Ability to perform as an effective team leader and member.
- Valid driver's license, approved driver record check, and ability to drive to and from events and travel to and from different sites.
- Ability to lift and carry at least 30 pounds.
- Work in an open-office environment and in a warehouse setting.
- Have, or be willing to obtain a Food Handler's and Food Manager Certification.

EMPLOYMENT:

- Ability to work flexible hours, which includes weekends and evenings.

I have read, understand, and accept this Job Description:

Employee Signature

Date